

1. Basic information

- 1.1 CRIS Number:** 2010/022-264
- 1.2 Title:** Legal harmonisation and capacity building in the field of the consumer protection
- 1.3 ELARG Statistical code:** 02.28
- 1.4 Location:** Skopje, with nationwide activities

Implementing arrangements

1.5 Implementing Agency:

The Central Financing and Contracting Department (CFCD) will be the contracting authority and will be responsible for all administrative and procedural aspects of the tendering process, contracting matters and financial management including payment of project activities. The Head of CFCD will act as the Programme Authorising Officer (PAO) of the project.

Mrs. Radica Koceva (PAO)
Central Finance and Contracts Department
Ministry of Finance
Tel: +389-2-3231 219
Fax: +389-2- 3106 612
E-mail: radica.koceva@finance.gov.mk

1.6 Beneficiary (including details of SPO):

Contacts:
Aleksandar Popovski, SPO, Ministry of Economy
Head of Department for European Integration
Tel: + 389 2 3093-491
E-mail: aleksandar.popovski@economy.gov.mk

Main beneficiary and coordinator of the project will be the Unit for Consumers Protection within the Ministry of Economy.

Secondary beneficiaries of the project would be:

- Government Council for Consumer Protection;
- State Market Inspectorate;
- Consumers` Organisation of the former Yugoslav Republic of Macedonia with Consumers` advice office in Skopje;
- Consumers' advice offices in the municipalities.

Financing:

1.7 Overall cost (VAT excluded)¹: EUR 1 400 000

¹ The total cost of the project should be net of VAT and/or other taxes. Should this not be the case, the amount of VAT and the reasons why it should be considered eligible should be clearly indicated.

1.8 EU contribution:**EUR 1 197 000****1.9 Final date for contracting:**

Two years from the date of the conclusion of the Financing Agreement.

1.10 Final date for execution of contracts:

Two years from the final date for contracting.

1.11 Final date for disbursements:

One year from final date for execution of contracts.

2. Overall Objective and Project Purpose**2.1 Overall Objective:**

The overall objective of this project is to strengthen consumer protection policies in the country by reinforcing the capacity of non-government consumer organizations and government agencies, and by increasing public awareness of consumers' rights.

2.2 Project purpose:

The project aims to harmonise the national legislation with the EU Acquis, build up the institutional and technical capacity for effectively addressing consumer issues in the country, raise public awareness of consumer rights and ensure consumer information on products safety.

2.3 Link with AP/NPAA / EP/ SAA

The Accession Partnership under Chapter 28 Consumer and health protection, defines the following short-term priorities:

- Complete alignment with the EU acquis in the field of consumer protection and strengthen the administrative capacity needed for effective market surveillance;
- Continue alignment with the EU acquis in the field of public health policy, more specifically in the fields of tobacco, blood, tissues and cells and communicable diseases. Strengthen the institutional, administrative and financial capacity in the field of public health;
- In the area of mental health, develop community-based services as an alternative to institutionalisation, and ensure allocation of sufficient financial resources for mental health care.

According to **the NPAA 2010**, the law for consumer protection will be amended with the implementation of the directive 32005L 0029 for unfair business-to-consumer and the amendments of the directive 31998L0027. The EU directive 32002L0065 will be transposed with the adoption of the law concerning the distance marketing of consumer financial services. The Directive for Injunctions will also be transposed.

Article 97 of **SAA** stipulates that the parties will cooperate in order to align the standards of consumer protection to those of the Community. In order to achieve effective Consumer

protection and a functioning market economy, an adequate administrative infrastructure is needed, in order to ensure market surveillance and law enforcement in this field.

2.4 Link with MIPD

The MIPD 2009-2011 indicates that strong emphasis would be put on measures and activities to address *consumer and health protection*, including through the implementation of international agreements in the field of public health and further strengthening of the administrative capacity in this area.

2.5 Link with National Development Plan

N/A

2.6 Link with national/sectoral investment plans

The project is directly linked with the governmental bi-annual Programme for consumer protection, which is adopted on the basis of the Consumer Protection Law and encompasses the period 2009-2010. The programme introduced the novelty that, in addition to the activities of the Ministry of Economy, different tasks are assigned to other relevant line ministries.. The Programme determines the policy for protection of consumers, cross cutting policies, measures and activities for its implementation, cooperation between the stakeholders, education and information of the consumers including financial means for realisation of the activities.

3. Description of project

3.1 Background and justification:

The national interest and strategic goal of the Government of the former Yugoslav Republic of Macedonia is to fulfil the conditions for full membership in the European Union, and at the same time strengthen the rule of law, democracy and market economy. This means, undertaking measures for achieving consistent policy for the protection of consumers' rights.

In the former Yugoslav Republic of Macedonia the consumers' policy is identified as a special policy since the 2000, with the first Law on protection of consumers from 2000. In the new Law for protection of consumers adopted in 2004, consumers' policy is to a great extent harmonized with the regulations of the European Union and the directions of the United Nations. Up to date 12 EU Directives (84/450, 85/374, 85/577, 2001/95, 93/13, 94/47, 97/7, 97/55, 1999/44, 88/378, 98/6 and 87/357) from the EU consumer acquis are transposed into the national consumer legislation.

Besides the Law on protection of consumers, there are other laws which directly or indirectly influence the protection of consumers, such as: the Standardization Law, Accreditation Law, Property Law and other property rights, Trade Law, Law on protection of consumers at contracts for consumers credits, Law on local self-government, Law on product safety, Law on safety of food and materials and subjects which come into contact with food, Tourism Law, Law on catering, Law on environment protection, Housing Law, Law on protection of the patients rights, Law on public services, Energy Law, laws which regulate the authorizations of the inspection organs etc. Concerning the issues that are not regulated with the Law on protection of consumers, the Law on obligation is applied as "lex generalis". That means the Law on protection of consumers is applied together with the existing as well as with the laws that will be passed in future.

In accordance with article 121 of the Law on consumer protection, the Program for consumer protection is passed by the Government of the former Yugoslav Republic of Macedonia on a proposal of the Minister of Economy, for a period of two years. The first program for consumer protection was passed in April 2005 for the period 2005-2006, followed by the second Program for the period 2007-2008 and finally in January 2009 the Government adopted the third Program for consumer protection for the period 2009-2010 . This is a horizontal Program, which extends the jurisdiction on the area of consumer protection to others ministries. Whilst at the beginning the financing of the activities of the Programme was financed exclusively from the budget of the Ministry of Economy. Now each of these ministries can propose and finance its own activities.

Among the goals of the Programme for consumer protection and the priorities of the Government there is the need for cooperation with the non-governmental organizations in the field of consumers' protection. Strengthening the mutual public and non-governmental sector collaboration is an indispensable element for achieving a comprehensive consumer policy and consumer protection. At this moment, this synergy is not sufficiently developed in the country, even though there is common agreement on the need to invest in strong collaboration between the public administration and the civil society, for the ultimate benefit of consumers.

At present, the non-governmental sector in the field of consumers is dominated by COM, the Consumer Organisation of the former Yugoslav Macedonia, an independent, non-governmental, non-partisan organisation, founded in 1996 in Skopje.

COM is an umbrella organisation for the consumer organisations and maintains regularly contacts with its affiliates. Within the institutional framework of the civil sector active in the field of consumer protection there are five local consumer organisations with the status of collective members. Four of them (Stip, Bitola, Tetovo, Ohrid) are the result of the transformation of the branches of COM, whereas the fifth one is a newly established organisation in Kochani. The advisory offices that they operate provide free information and advice to the consumer through the means of communication that are available to the citizens, such as counselling by telephone, written and personal counselling. COM has signed memorandums for cooperation with several municipalities in which it had assisted in the establishment of Consumer Protection Councils on local level and advisory points. Such points have been established within the municipal administration in: Struga, Strumica, Veles, Kumanovo, Kavadarci, Gostivar and Kichevo. COM also entails branches, acting as dislocated organizational units without the status of legal persons, in Gevgelija, Negotino and Strumica. The experts' support is provided through the operation of several Committees, publication of brochures and bulletins, updating of infoteques, lectures at education sessions organized by COM, public appearances in panel discussions, forums and through the contacts with the media. COM is a full member of Consumers International, with head office in London, and is an associate member of the European Consumer Organization – BEUC, with head office in Brussels.

The involvement and participation of these organizations in the policy formulation process is far from sufficient, an observation likewise shared for the level and degree of formalized cooperation between the public administration and civil society representatives vocal in this field. The afore-noted arguments clearly articulate the need for further improvement in the area of consumer protection, which is a goal that this project will aspire to meet.

The consumer protection in the former Yugoslav Republic of Macedonia is institutionalised through the involvement of several institutions and bodies of the state administration and

public sector that are responsible for direct or indirect interventions in this domain according to the Law on consumer protections and the other relevant laws. The framework consists of the: Government of the former Yugoslav Republic of Macedonia; Council for Consumer Protection, Ministry of Economy – Unit for consumer protection, State Market Inspectorate, Ministry of Finance, Ministry of Justice, competent courts, NGOs – OCP of the former Yugoslav Republic of Macedonia. Despite the serious efforts, there is still a wide-shared consensus of the evident need to improve the quality and level of consumer protection in the country. At this moment, there is still insufficient market surveillance linked to the inadequate administrative capacity of the coordinating body for market surveillance. With regard to the institutional framework, it should be acknowledged that the central public administration needs to increase its capacities to promote the consumer protection policy. In addition, it needs to develop and put in place new concepts for supporting the implementation of business programs, continuous improvement through innovation, policy benchmarking and best practice for getting safe and high quality products and services on the market.

The efficiency of reception and statistic evidence of consumer complaints submitted in the Consumer organisations' advice bureaus and State Market Inspectorate needs to be further improved. Based on specifically developed software, developed through the technical assistance support contract, the project intends to establish a data collection of relevant consumer problems to be subsequently used in the formulation of appropriate policies. Through the assistance of this project, Consumers' organizations will develop analytical methods and improve capacities for closer cooperation with governmental bodies and institutions. Based on the practical experience in solving consumer disputes through the legal procedure and communication with the government institutions, they will increase capacities to influence policy and give impute to the process of good governance.

Furthermore, one of the targets of the country for the upcoming years is to remove the obstacles and barriers to the active participation of the civil society in the formulation of policies and protection of consumers' rights. Hence, the EC support through this project will be of fundamental value in providing stimulus for pro-active civil society organizations to develop and enhance their competitive capabilities and re-orient towards their development, which will enable their sustainable long-term activity. Therefore, as part of this project, grant schemes for supporting the activities will be launched. The EC support through this project will help to tackle existing issues such as the lack of necessary skills and adequate trainings in organizational management. Through well developed and structured strategies for awareness raising activities it will also contribute to increase the awareness of consumers' rights by providing information and education to the citizens, and advice to consumers, . In addition to the publicity campaigns, establishing, implementing and enforcing ADR rules and procedures will have beneficial effects on the consumer and business side, as well influence better corporative practice and fair competition. The alternative dispute resolution on the level of EU is regulated by the Recommendations of the Commission 98/257/EC related to ADR bodies responsible for out-of-court disputes in the domain of consumer cases and Recommendation 2001/310/EC.

3.2 Assessment of project impact, catalytic effect, sustainability and cross border impact

Through the different activities, the project is expected to contribute towards strengthening the administrative capacities of the MoE and the civil society sector in the field of consumer protection, with specific attention to the establishment of functional mechanisms for cooperation with civil society organisations. It will also contribute towards the creation of a strong legal framework in protection of consumers. The first visible impact will be the

existence of more stringent rules for companies and service providers to respect consumer rights. This will align the whole market economy to a more balanced and fair system. By reinforcing the non-governmental sector, the project will likewise contribute towards the creation of horizontal and public understanding of consumer rights, possibly leading to the proliferation of such consumer's organisations and an overall increased protection of consumers. The projects' outputs: the better aligned legal framework, the more stringent legal implementation and enforcement and the overall increased level of consumer protection, along with empowered, strengthened and possibly proliferated civil society sector active in the field of consumer protection will undoubtedly ensure longer-term sustainable effects.

3.3 Results and measurable indicators

Results for Component 1: Harmonisation of the national legislation with the Acquis Communautaire and capacity building for the MoE

- Building on the already performed preliminary assessment, national consumer protection legislation analysed, revised and necessary amendments drafted in line with the Acquis;
- Specially developed software for consumer problems collection for the needs of the Ministry of Economy and consumer protection NGO's;
- Provided legal base for ADR, mediation and arbitration rules prepared in cooperation with NGOs and business sector;
- Strengthened legal and institutional capacity of the Ministry of Economy, including increased knowledge on transposing the rules and practices of EU Consumer Policy;
- Central enforcement structure reorganised and administrative capacity of the MoE strengthened for enforcement and implementation;
- MoE staff trained and competent in their respective areas of specialisations (including legal transposition, enforcement, collaboration with relevant stakeholders);
- State Market Inspectorate Staff trained and competent to deal with CP issues;
- CP NGO's staff trained and specialized to deal with CP issues;
- CP Program implemented;
- Cooperation with the non-governmental organisations in the field of consumer protection strengthened.

Measurable indicators:

- Number of legal acts screened;
- Full legal compliance with the Acquis of at least 14 legal texts;
- Software applied in the MoE and consumer protection NGO's;
- Provided legal act for ADR;
- Training needs assessment done and trainings implemented;
- Created database that provide indication for the development of consumer policy;
- Established assessment tools for the safety of consumer goods and services;
- Guidelines for risk evaluation and scientific advice;
- Number of MoE, SMI and NGO's staff trained;
- Number of trainings/workshops organised for the staff of the MoE, SMI and NGO's;
- Trainees' assessment of training quality;
- Number of complaints processed, sanctions inflicted, and inspections performed;
- Number of protocols/memorandums of collaboration and joint initiatives between MoE and NGOs established and functional;
- Policy papers drafted with inputs from NGOs.

Results for Component 2: Direct financial support of the NGO dealing with consumer protection - Implementation of the Grant Schemes

The implementation of the projects to be funded under the grant schemes are expected to lead to:

- Active participation of CP NGO's in the areas of education, information and advice of consumers;
- NGO's demonstrate better capacities to manage themselves in dealing with consumer issues;
- General awareness of the consumer rights;
- Proper implementation of the consumer policy through well developed and structured strategies for awareness raising activities;
- Public awareness about consumer rights and competent institutions increased;
- Efficient and effective cooperation between consumer NGOs established;
- Consumers and business sector are familiar with the ADR (Alternative Dispute Resolution) procedure, actively participate in their establishing and providing;
- Data base of registration and processing of consumer complaints created and fully operational;
- Implementation capacity of consumer organisations are promoted and improved;
- Awareness raising activities performed for the general consumer education.

Measurable indicators:

- Number of joint activities under each grant scheme developed;
- Number of people reached during awareness raising activities;
- Number of projects contracted by the Unit (approximately 12 grants will be signed after maximum two calls for proposals for the two different areas);
- Number of awareness raising events organised;
- Number of information material distributed and people involved;
- Increased percentage of public awareness of consumer rights as per survey;
- Increased percentage of public awareness on the existence and the services of the consumer NGOs compared to before the project;
- Regularly updated statistics on consumer complaints and accessible to the public.

3.4 Activities:

Component 1: Harmonisation of the national legislation with the *Acquis Communautaire* and capacity building for the MoE

- Screening of relevant legal texts for compatibility with EU Law;
- Identification of the laws to be harmonised;
- Revision of the national and EU legislation and drafting of necessary amendments concerning consumer rights protection *Acquis*;
- Harmonisation of regulations and laws;
- Collection, exchange and analysis of data and information that provide indication for the development of consumer policy and for the integration;
- Development of assessment tools that provide a scientific support base on the safety of consumer goods and services
- Attending regional seminars for promotion of the CP Program and share experiences among the participating partners;
- Preparation and distribution of brochures and promotional materials related to consumer rights and legislation;

- Developing a Program for capacity building of the Ministry of Economy, State Market Inspectorate, Council for consumer protection and other relevant ministries;
- Support for scientific advice and risk evaluation;
- Organisation of workshops, seminars, and other training sessions for capacity building of MoE Department for CP, Consumers NGOs, State Market Inspectorate;
- Study tour for MoE Department for CP, Consumers NGOs, SMI (“good practices” from the EU);
- Elaboration of Guidelines for improving efficient cooperation with the non-governmental organisations in the field of consumers’ protection and subsequent workshops for promotion of the Guidelines.

Component 2: Direct financial support of the NGO dealing with consumer protection

- Preparation and distribution of brochures and promotional materials related to consumer rights and legislation;
- Issuing of Bulletin for consumer protection on a quarterly basis;
- Implementation of a media campaign for promotion of the laws related to the consumer protection rights;
- Implementation of campaigns for of the Guidelines for ADR procedures;
- Undertaking of a Public Survey to assess both the level of general awareness of consumers issues and visibility of Consumer NGOs;
- Organisation of workshops on registration and processing of consumer complaints; Organisation of trainings to build skills of consumer NGOs;
- Organisation of workshops on topics based on CPL and related legislation;
- Organisation of a Regional workshop for project cycle management;
- Organisation of up to regional workshop on cooperation with the local level structure for consumer protection;
- Organisation of trainings on development skills for participation in implementation of the CP Programme on the local level.

Project Management and Administration

For the first component - Technical Assistance

Advisory services will be provided to the Unit for Consumers Protection within the Ministry of Economy. The TA contract will provide next to a team leader additional expertise to assist in key tasks, e.g. in the field of administrative capacity building, training and others. Some of these experts will address the cross-cutting issues. A Steering Committee will be formed for monitoring the implementation of Component 1. The team leader will be responsible for the overall management, representation (coordination with the EU and other international bodies) as well as reporting. The team leader is responsible for an appropriate management of resources. During the inception phase of the project, a detailed deployment plan will be developed in coordination with Unit for Consumers Protection within the Ministry of Economy and all other secondary beneficiaries.

For the second component - Implementation of the Grant schemes

The Unit for Consumers Protection within the Ministry of Economy will implement effective and efficient management of the grant schemes, in line with the CFCD.

The CFCD, The Senior programming officer of the Ministry of Economy (SPO), Unit for Consumers Protection within the Ministry of Economy, in cooperation with all other

secondary beneficiaries, will be responsible for the overall management, representation (co-ordination with the EU and other international bodies) as well as reporting.

- CFCD is in charge of tendering, contracting and payments of EU funded projects and of overall supervision of projects implemented under DIS in the country;
- The SPO is responsible for preparation and technical management of the project and for managing the project team within the General Secretariat;
- The working group for technical implementation of transition assistance and institution building component within the primary and secondary beneficiaries will be responsible for tasks connected with programming, technical implementation of the project, monitoring and reporting and their coordinator is the MoE SPO;
- The SPO is responsible for an appropriate management of resources.

The contracting arrangements are as follows:

One Service contract to be concluded to cover Component 1. The contract will have duration of 24 months. The total amount of the project is EUR 700 000, where IPA is EUR 630 000 and EUR 70 000 is the national contribution.

A minimum of 12 grants will be signed after the launch of up to **two calls for proposals** for the different areas. The amount of this component will be approximately EUR 700 000, out of which IPA is providing EUR 567 000, 10% central budget co-financing is provided (EUR 63 000) and 10% co-financing from the final grant beneficiaries of the overall budget of their individual grant amounts (EUR 70 000).

The first call for proposal for Capacity building measures for NGOs will include min 9 grants, with grant amounts ranging from EUR 30 000 (minimum amount) to EUR 100 000 (maximum amount). **The second call** for proposals for raised public awareness about consumer protection issues will include min 3 grants with grant amounts ranging from EUR 50 000 (minimum amount) to EUR 100 000 (maximum amount).

3.5 Conditionality and sequencing

Contributions expected from the Beneficiary include:

- Endorsement by all key stakeholders of the Terms of Reference, specifications for the individual contracts to be engaged;
- Appointment of counterpart personnel by the beneficiaries before the launch of the tender process;
- Ensuring continuity of staff appointed as counterpart personal from the beneficiaries;
- Appointing the relevant staff by the beneficiaries to participate in training activities as per work plan;
- Sufficient managerial and technical human resources allocated to the relevant Departments
- Allocation of working space and facilities by the beneficiaries for technical assistance before the launch of the tender process;
- Participation by the beneficiaries in the tender process as per EU regulations;
- Organization, selection and appointment of members of working groups, steering and coordination committees, seminars by the beneficiaries as per work plan of the project;
- Sufficient budget approved (funds are available) for implementation of the Consumer Protection policy in accordance with an annual action plan.

In the event the conditionalities are not met, suspension or cancellation of projects will be considered.

3.6 Linked activities

Supported by ITZ-USAID, the Consumer Organisation of the former Yugoslav Macedonia realised the project “Helping local self-government units and setting protection system, informing, citizen’s consumers education and consulting in the aim of accomplishing of their rights in the process of decentralisation in the country”.

The goal of the Project was:

- Implementation of the Law on consumer protection with support of the municipalities for establishing councils for consumer protection and their education;
- Support on establishing and developing organisations for consumer protection on local level;
- Raising citizens’ awareness for their rights as consumers.

Supported by GTZ (German Association for help and technical cooperation), COM has realized the project: “Consumer protection in the units of local self-government”.

The goals of the project were:

- Implementation of the latest Law on consumer protection (enactment in 2004);
- Institutionalisation of the consumer protection in the units of local self-government;
- Raising the citizens’ awareness of their consumer rights.

The Project “*Standing up for raising the public awareness on the necessity of implementation issues from the domain of consumer protection in the educational-tutorial process in the former Yugoslav Republic of Macedonia*”, was realised in cooperation with the Council for consumer protection (in accordance with the National program of the Government for consumer protection), Ministry of Education and Science - Bureau for development of education, Ministry of Economy - Section of consumer protection and GTZ-German association for technical cooperation.

COM, Ministry of Economy, Bureau for development of education and GTZ-German association for technical cooperation, in the framework of the project activities are continuing with the maintenance of educational workshops under the issue: “*Consumer education in the tutorial-educational and teaching process*” in different regions in the country: Veles, Kocani, Ohrid and Kavadarci.

COM in cooperation with the Bureau for development of education, experts of VZBV-Association of German Consumer Organisation, as well as experts of relevant institutions in the country were working on the preparation of educational materials dealing with children and student protection as consumers referring to tutors from pre-school and teachers from primary education.

USAID-ITZ was financing serial of forums throughout cities in the country in order to inform the citizens about the Consumers Law in 2000.

In cooperation with UK Know-How fund, expertise was provided for the elaboration of the Strategic plan of sustainability of COM.

Under the patronage of Consumers International, COM realised the project - Nutrition basket for a four-member family, financed by the National Lottery Charity Board and realised through the Community fund.

The EU Phare Lien Project financed a number of activities of COM focused on nutrition for the elderly.

In cooperation with VZBV, COM and Ministry of Economy elaborated the latest Law on Consumer protection, passed in 2004.

COM in cooperation with National Committee of iodine deficit realised the project for Consumer and merchant education of regular purchase, storage and usage of iodised salt, financed by the UNICEF office in Skopje.

The following CARDS projects also represent relevant past linked projects: Approximation of Trade Legislation, phase 1 from 2002, Approximation of Trade Legislation, phase 2 from 2004, and TA for Market Surveillance and State Market Inspectorate Supply from 2006.

3.7 Lessons learned

With regard to specific lessons learned from past implementation of support, a number of common difficulties were identified, including insufficient administrative capacities and availability of national staff, limited capacity of NGOs to manage grants under EU regulations, insufficient budget, lack of coordination between stakeholders, inadequate implementation infrastructure, insufficient involvement of consumer protection organisations in program development, etc.

Although one of the grant award criteria during the evaluation of the proposals is the management capacity of the beneficiary, many organisations do face difficulties. Hence, it is very important to ensure that during the call for proposals an appropriate information package is available to the potential applicants and that a series of public information events is organised to ensure appropriate information availability, as well as to ensure an appropriate level of transparency during the award process. Furthermore, it is essential to allow for appropriate project preparation and to ensure tender dossier preparation that is in accordance to the EU rules and regulations. This is the more important, as the programming capacities of the beneficiary need still time to be fully developed.

This project's activities are intended to contribute towards strengthened administrative and institutional capacity so as to ensure a legal framework for consumer protection harmonised with Acquis, develop and adapt relevant EU legislation, initiate and ensure closer cooperation between public and non-governmental sector, establish more training opportunities and create a better culture of cooperation between the different stakeholders. The management of this project will address these issues by working to assist NGOs to build their capacity to manage grants.

The overall past projects' experience has pinpointed the necessity to reach a shared understanding of what needs to be achieved prior to the program commencing.

In addition, the following outstanding challenges likewise have to be duly taken into account so as to secure more efficient project implementation:

- Absorption capacity is often over-estimated, partners are often unable or unwilling to provide the necessary human resources. The availability and permanence of adequate human resources is an issue that should be addressed up-front before implementation of

some project's components; Delayed inception: Additional problems can appear when projects are characterized by a long take-off. Often preliminary analysis are not conducted in order to check whether circumstances have changed since design phase, which, in turn, could call for an adjustment of ToR prior to embarking into the implementation phase;

- When projects are at the confluence of a diversity of sectors, early internal coordination between the sectors has to be ensured. At the same time, better linkages between projects belonging to the same sector should also be ensured (at both design and implementation levels). External coordination with other international donors has to be also ensured.

4. Indicative Budget (amounts in EUR)

			SOURCES OF FUNDING										
			TOTAL EXP.RE	TOTAL PUBLIC EXP.RE	IPA COMMUNITY CONTRIBUTION		NATIONAL PUBLIC CONTRIBUTION					PRIVATE CONTRIBUTION	
ACTIVITIES	IB (1)	INV (1)	EUR (a)=(b)+(e)	EUR (b)=(c)+(d)	EUR (c)	% (2)	Total EUR (d)=(x)+(y)+(z)	% (2)	Central EUR (x)	Regional/ Local EUR (y)	IFIs EUR (z)	EUR (e)	% (3)
Activity 1 (C1)													
Service contract	X		700 000	700 000	630 000	90	70 000	10	70 000				
Activity 2 (C2)													
Calls for Proposals (Grants with NGO's)	X		700 000	630 000	567 000	90	63 000	10	63 000			70 000	10
TOTAL IB			1 400 000	1 330 000	1 197 000	90	133 000	10	133 000			70 000	10
TOTAL INV													
TOTAL PROJECT			1 400 000	1 330 000	1 197 000	90	133 000	10	133 000			70 000	5

NOTE: DO NOT MIX IB AND INV IN THE SAME ACTIVITY ROW. USE SEPARATE ROW

Amounts net of VAT

- (1) In the Activity row use "X" to identify whether IB or INV
- (2) Expressed in % of the **Public** Expenditure (column (b))
- (3) Expressed in % of the **Total** Expenditure (column (a))

5. Indicative Implementation Schedule (periods broken down per quarter)

Contracts	Start of Tendering	Signature of contract	Project Completion
Service Contract	Q3 2011	Q1 2012	Q1 2014
Grant Contracts (Calls for proposals)	Q3 2011	Q3 2012	Q4 2013

All projects documents should in principle be ready for tendering in the 1ST Quarter following the signature of the FA

6. Cross cutting issues

The cross-cutting issues will be addressed throughout the project. Up to 10% of the budget of the service contract for tender support supervision and training may be allocated to assist the different beneficiaries to comply with European standards and best practices, implement relevant existing Government strategies and develop internal measures to ensure each cross-cutting issue is appropriately mainstreamed.

Throughout the project cycle, in particular when developing project ToR, state actors specifically addressing (one of) the cross cutting issues shall be consulted.

The mainstreaming of the cross cutting issues is regarded on two different levels: (a) Ensuring that the internal policies, structure or operating procedures of the beneficiary agency will conform to and promote the relevant principles outlined per section below; (b) ensuring that the products, outputs produced by the beneficiaries (e.g. laws, regulations, policies, and strategies) will conform to and promote the relevant principles outlined per section below.

6.1 Equal Opportunity and non-discrimination

The project implementation will ensure the observance of the principles of equal opportunities and non discrimination. Equal gender opportunities will be fully respected in the composition of the Steering Committee and where necessary. In addition to this, the internal policies, structure or operating procedures of the beneficiaries, as well as products and outputs produced by the beneficiaries (e.g. laws, regulations, policies and strategies) will conform to the relevant principles of equal opportunities and non-discrimination. Equal opportunity principles and practices for participation of all NGOs in the project will be guaranteed. Participation in the project will be based on the relevant standards of the EU and will be assured by official announcements published to recruit staff needed for the project. The main criteria for recruitment will be based on appropriate qualifications and experience in similar projects.

6.2 Environmental considerations

The European Community has a longstanding commitment to address environmental concerns in its assistance programs' (as part as a wider commitment to sustainable development). Key references include art. 6 of the Treaty and the Cardiff process which foresees the systematic consideration of environmental aspects into EC development cooperation AND in other policies (hence very important for the *acquis*). The support will include a specific component to assist the beneficiary to improve its internal performance vis-à-vis environmental aspects. The aim of this project is to raise the consumers' awareness for consuming products that cause harm for the environment. Through the activities the project will, *inter alia*, inform consumers of environmentally friendly goods and services marked with eco-labels. Hence,

one of the project's general goals is to improve the long-term quality of life for humans and the longevity of natural ecosystems.

6.3 Support to minorities and vulnerable groups

Where the main reference in the country in relation to minority groups is the Ohrid Framework Agreement, in an EU context, reference is made to the "Race directive" of 2000 (2000/43/EC of 29 June), which has an important impact on employment (incl. vocational training, working conditions, social protection etc.) and is also a crucial aspect of the acquis. The beneficiary will be assisted to identify areas where it could improve its internal performance vis-à-vis minorities or other vulnerable groups. Minority and vulnerable groups' concerns will be reflected in all activities programmed under IPA, in particular when it concerns public services, legislative matters and socio-economic development.

6.4 Civil Society development and dialogue

All components of the project will have positive impact on the civil society development and dialogue, especially through the component that establishes a grant scheme for consumer NGOs in the field of Capacity building measures and Raising Awareness levels. Through its implementation, the key stakeholders for development and competitiveness enhancement will improve and strongly support communication and cooperation with the business community, associations and civil society.

6.5 Good governance, with particular attention to fight against corruption

Proper consideration will be ensured of such issues where relevant and appropriate throughout project activities.

The enhanced level of legislative harmonisation, the improved implementation and enforcement tracks with regards to the consumer protection, the strengthened and empowered civil society sector and its improved involvement in the policy formulation process undoubtedly has its bearing on the heightened respect for rule of law and good governance.

ANNEX I - Logical framework matrix in standard format

LOGFRAME PLANNING MATRIX FOR Project Fiche: Legal Harmonization and capacity building in the field of the consumer protection		Programme name and number: National Programme for the former Yugoslav Republic of Macedonia under the IPA Transition Assistance and Institution Building Component for 2010 CRIS number :	
		Contracting period expires two years from the date of the conclusion of the Financing Agreement	Execution period expires two years from the final date for contracting
		Disbursement period expires one year from the final date for execution of contracts.	
		Total budget: EUR 1 400 000	IPA budget: EUR 1 197 000
Overall objective	Objectively verifiable indicators	Sources of Verification	
The overall objective is to /increase the level of consumer protection in the former Yugoslav Republic of Macedonia	<ul style="list-style-type: none"> - Relevant policies are in place; - Legislation is in line with the Acquis and enforced; - Consumers are aware of their rights; - Non-Governmental organizations are organized and active. 	<ul style="list-style-type: none"> - Monthly monitoring progress report from SPO to CFCD; - Regular revision for evaluation impact of CPP and Program implemented; - Reports prepared for implementation of CP policy and submitted to the Government. 	
Project purpose	Objectively verifiable indicators	Sources of Verification	Assumptions
The project aims to harmonise the national legislation with the Acquis communautaire, to build the capacity of relevant institutions and to raise public awareness of consumers' rights	<ul style="list-style-type: none"> - Full compliance between the consumer protection legal framework with the Acquis; - Harmonised legislation is adopted by Government and enacted by the Parliament; - Personnel is trained and policies are developed; - The MoE and CP department have skilful and trained staff to develop and promote further programmes and consistent consumer protection policy; - NGOs have acquired competences and visibility to protect consumers; - Increased participation collaboration between MoE and NGOs to protect consumers' problems; - Increased public awareness of consumers' rights. 	<ul style="list-style-type: none"> - Tables of concordance; - List of participants and programs of the trainings; - Statistics on consumers satisfaction about governmental and non-governmental response to consumer problems; - Surveys. 	<ul style="list-style-type: none"> - Government maintains consistent policy and commitment to the EU accession; - The MoE provides financial support for NGO's in the area of Consumer Protection;
Results	Objectively verifiable indicators	Sources of Verification	Assumptions

<p>Component 1: Harmonisation of the national legislation with the Acquis Communautaire and capacity building for the MoE:</p> <ul style="list-style-type: none"> - Building on the already performed preliminary assessment, national consumer protection legislation analysed, revised and necessary amendments drafted in line with the Acquis; - Specially developed software for consumer problems collection for the needs of the Ministry of Economy and consumer protection NGO's - Provided legal base for ADR, mediation and arbitration rules prepared in cooperation with NGOs and business sector; - Strengthened legal and institutional capacity of the Ministry of Economy, including increased knowledge on transposing the rules and practices of EU Consumer Policy; - Central enforcement structure reorganised and administrative capacity of the MoE strengthened for enforcement and implementation; - MoE staff trained and competent in their respective areas of specialisations (including legal transposition, enforcement, collaboration with relevant stakeholders) - State Market Inspectorate Staff trained and competent to deal with CP issues - CP NGO's staff trained and specialized to deal with CP issues - CP Program implemented; - Cooperation with the non-governmental organisations in the field of consumer protection strengthened. <p>Component 2: Direct financial support of the NGO dealing with consumer protection:</p> <ul style="list-style-type: none"> - Active participation of CP NGO's in the areas of education, information and advice of consumers; 	<ul style="list-style-type: none"> - Number of legal acts screened; - Full legal compliance with the Acquis of at least 14 legal texts - Software applied in the MoE and consumer protection NGO's; - Provided legal act for ADR; - Training needs assessment done and trainings implemented; - Created database that provide indication for the development of consumer policy; - Established assessment tools for the safety of consumer goods and services; - Guidelines for risk evaluation and scientific advice; - Number of MoE, SMI and NGO's staff trained; - Number of trainings/workshops organised for the staff of the MoE, SMI and NGO's; - Trainees' assessment of training quality; - Number of complaints processed, sanctions inflicted, and inspections performed; - Number of protocols/memorandums of collaboration and joint initiatives between MoE and NGOs established and functional; - Policy papers drafted with inputs from NGOs. <ul style="list-style-type: none"> - Number of joint activities under each grant scheme developed; - Number of people reached during awareness raising activities; - Number of projects contracted by the Unit 	<ul style="list-style-type: none"> - MoE, parliamentary committees, Official gazette; - Mission report on identified gaps; - Government policy papers; - Road Map of Reform; - Project Programs Reports; - Statistical reports; - Surveys. 	<ul style="list-style-type: none"> - Willingness and ability of MoE to implement the roadmap for reforms; - Willingness of CP stakeholders to participate in the process of dialog and consultations, to get involved in networking invents, knew-how transfer, training, study tours; - Cooperation of the part of all relevant partners.
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<ul style="list-style-type: none"> - NGO's demonstrate better capacities to manage themselves in dealing with consumer issues; - General awareness of the consumer rights; - Proper implementation of the consumer policy through well developed and structured strategies for awareness raising activities; - Public awareness about consumer rights and competent institutions increased; - Efficient and effective cooperation between consumer NGOs established; - Consumers and business sector are familiar with the ADR (Alternative Dispute Resolution) procedure, actively participate in their establishing and providing; - Data base of registration and processing of consumer complaints created and fully operational; - Implementation capacity of consumer organisations are promoted and improved; - Awareness raising activities performed for the general consumer education. 	<p>(approximately 12 grants will be signed after maximum two calls for proposals for the two different areas);</p> <ul style="list-style-type: none"> - Number of awareness raising events organised; - Number of information material distributed and people involved; - Increased percentage of public awareness of consumer rights as per survey; - Increased percentage of public awareness on the existence and the services of the consumer NGOs compared to before the project; - Regularly updated statistics on consumer complaints and accessible to the public. 		
Activities	Means	Costs	Assumptions
<p>Component 1: Harmonisation of the national legislation with the Acquis Communautaire and capacity building for the MoE:</p> <ul style="list-style-type: none"> - Screening of relevant legal texts for compatibility with EU Law; - Identification of the laws to be harmonised; - Revision of the national and EU legislation and drafting of necessary amendments concerning consumer rights protection Acquis; - Harmonisation of regulations and laws; - Collection, exchange and analysis of data and information that provide indication for the development of consumer policy and for the integration; - Development of assessment tools that provide a scientific support base on the safety of consumer goods and services; 	<p>1 Service contract</p>	<p>TOTAL EUR 700 000 (EUR 630 000 IPA plus EUR 70 000 central co-financing)</p>	

<ul style="list-style-type: none"> - Preparation of Table of concordance of relevant legislation of relevant legislation; - 3 regional seminars for promotion of the CP Program; - Preparation and distribution of up to 5 brochures and promotional materials related to consumer rights and legislation; - Develop the Program for capacity building of the ME, SMI, Council for consumer protection and other relevant ministries; - Support for scientific advice and risk evaluation - Organisation of workshops, seminars, and other training session for capacity building of ME Department for CP, Consumers NGOs, SMI; - 3 study tours for ME Department for CP, Consumers NGOs, SMI (“good practices” from the EU); - Guidelines for improving efficient cooperation with the non-governmental organisations in the field of consumers’ protection; workshops for promotion of the Guidelines. 			
<p>Component 2: Direct financial support of the NGO dealing with consumer protection:</p> <ul style="list-style-type: none"> - Preparation and distribution of up to 10 brochures and promotional materials related consumer rights and legislation; - Bulletin for consumer protection – quarterly; - Media campaign for promotion of the laws related to the consumer protection rights; - 3 campaigns for of the Guidelines for ADR procedures; - Public Survey to assess both the level of general awareness of consumers issues and visibility of Consumer NGO’s; - 3 workshops on registration and processing of consumer complaints; - 6 trainings to build skills of consumer NGO’s; - Workshops on topics based on CPL and related legislation; 	<p>2 Call for proposals</p>	<p>TOTAL EUR 700 000 (EUR 567500 IPA plus EUR 63 000 central co-financing plus EUR 70 000 private contributions)</p>	

<ul style="list-style-type: none"> - Regional workshop for project cycle management; - Up to 5 regional workshop on cooperation with the local level structure for consumer protection; - 6 trainings on development skills for participation in implementation of the CP Programme on the local level. 			
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--

Pre conditions

- Endorsement by all key stakeholders of the Terms of Reference, specifications for the individual contracts to be engaged;
- Appointment of counterpart personnel by the beneficiaries before the launch of the tender process;
- Ensuring continuity of staff appointed as counterpart personal from the beneficiaries;
- Appointing the relevant staff by the beneficiaries to participate in training activities as per work plan;
- Sufficient managerial and technical human resources allocated to the relevant Departments
- Allocation of working space and facilities by the beneficiaries for technical assistance before the launch of the tender process;
- Participation by the beneficiaries in the tender process as per EU regulations;
- Organization, selection and appointment of members of working groups, steering and coordination committees, seminars by the beneficiaries as per work plan of the project;
- Sufficient budget approved (funds are available) for implementation of the Consumer Protection policy in accordance with an annual action plan.

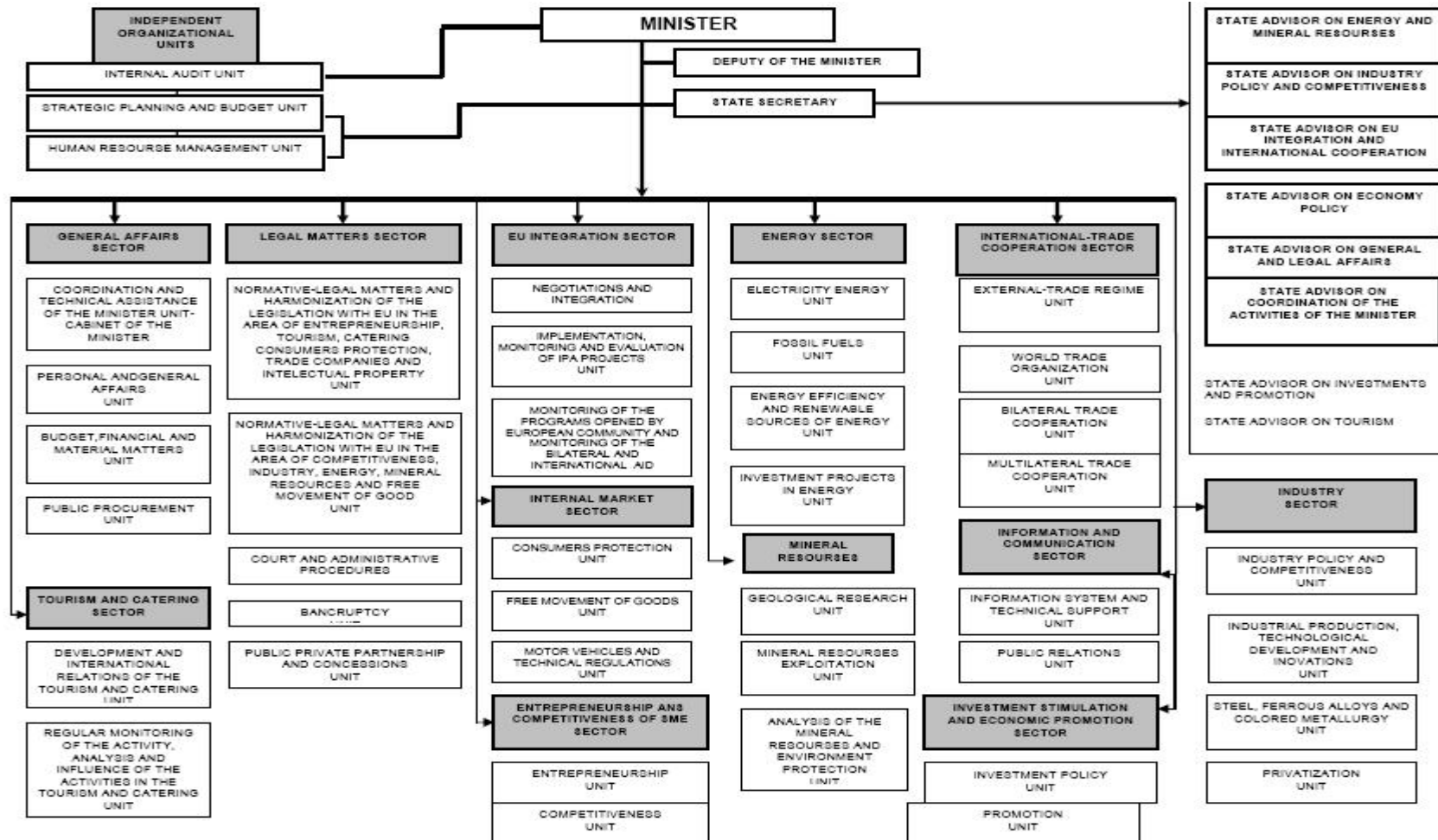
In the event the conditionalities are not met, suspension or cancellation of projects will be considered.

ANNEX II - Amounts (in EUR) contracted and disbursed per Quarter for the duration of Programme

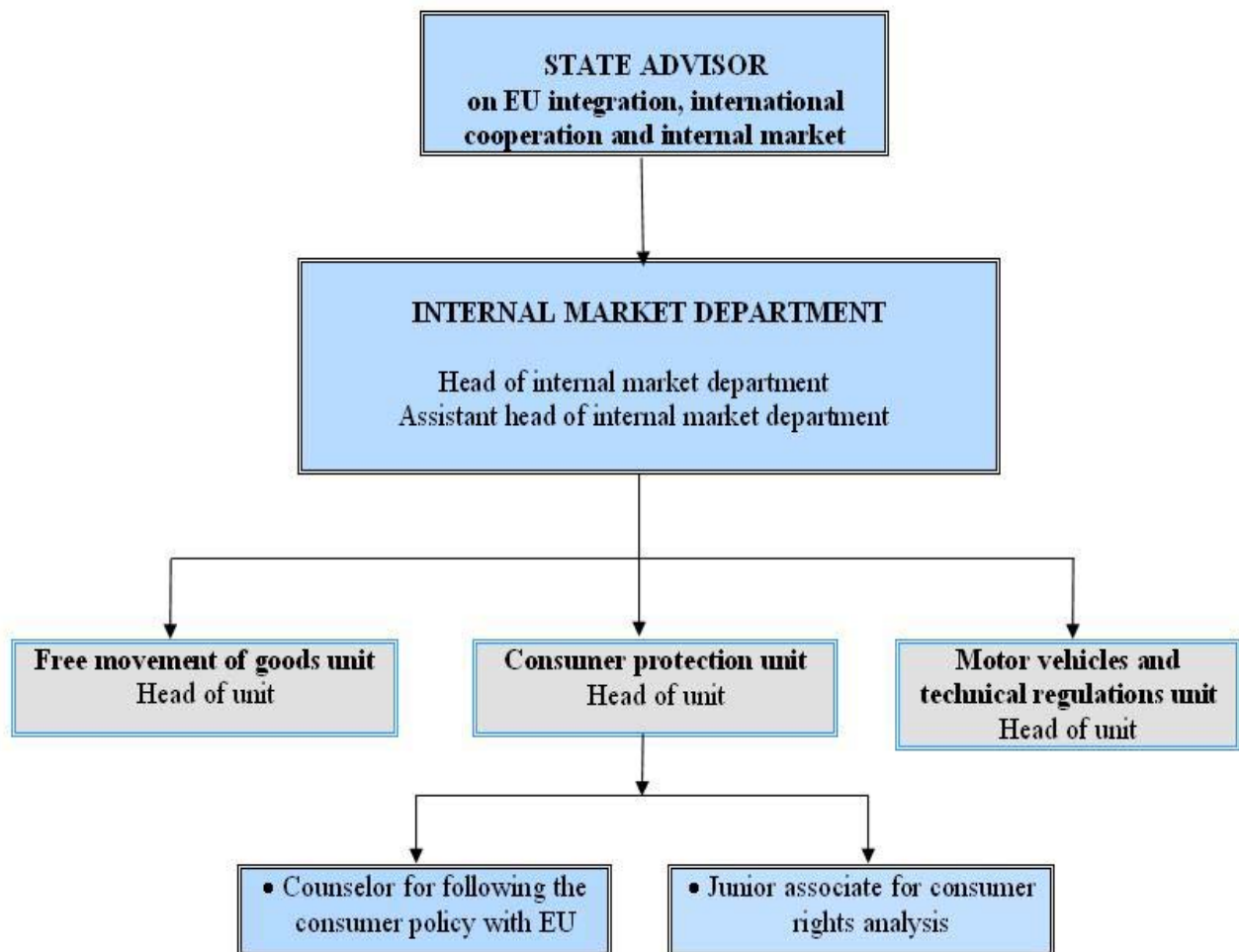
Contracted	2012				2013				2014			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Service Contract	700 000											
Calls for proposals (Grants)			700 000									
Cumulated	700 000		1 400 000									
Disbursed												
Service Contract	210 000			210 000			210 000		70 000			
Calls for proposals (Grants)			420 000		210 000			70 000				
Cumulated	210 000		630 000	840 000	1 050 000		1 260 000	1 330 000	1 400 000			

ANNEX III - Description of Institutional Framework

Organigram of the Ministry of Economy



Organigram of the Department for Internal market within the Ministry of Economy



Consumer Protection Unit

The Consumer Protection Department carries out activities related to designation and implementation of laws and other regulations referring to consumer protection, gives professional opinions on consumer protection issues; carries out activities with respect to harmonisation of national legislation with the EU legislation in the area of consumer protection; prepares reports in view of systematic informing of competent bodies on the level of harmonisation of legislation in view of EU accession of the former Yugoslav Republic of Macedonia; the contents of the EU projects and programmes; proposes and implements the consumer policy and consumer protection measures, including the designing of the National Consumer Protection Programme in cooperation with the National Consumer Council; follows up the realisation of goals and assignments provided by the National Consumer Protection Programme and reports to the national Government; carries out analyses and prepares analytical documents for follow-up of the status in consumer protection area and proposes measures for improving of the overall consumer protection area in the territory of the former Yugoslav Republic of Macedonia; carries out administrative and professional activities with respect to establishing and follow up of the Consumer Protection Counselling Centre; carries out activities related to vocational education of persons employed in Consumer Protection Counselling Centres; provides professional assistance to consumer protection association in project implementation; proposes and implements measures aimed at rising

public awareness on consumer protection; proposes and implements measures related to education of consumers, traders, children in educational institutions, as well as all stakeholders in implementing consumer protection policy; provides professional assistance to local self government units competent for consumer protection; cooperates with other ministries, public authorities and other stakeholders; carries out other activities within its scope.

NGO's

Consumer protection organisations in Tetovo, Ohrid, Bitola and Kocani are independent NGO's , members of COM (Consumer Protection Organization of the former Yugoslav Macedonia). These organisations are established in 2006 with GTZ project-“Strengthening the consumer protection in local level” also the USAID project in 2006 “Assistance to the local self government for establishment of the system for protection, information and advising the consumers for protection of their rights in the process of decentralization within the country.

The staff of the counselling offices is made of volunteers, well educated with high experience and well trained for giving professional advice for consumers in different fields, such as: food, protection of children as a consumers, public services, patient rights, environment etc.

These centres are recognised by the citizens in the municipalities and contacts with consumers are established daily by telephone or directly in order to protect their rights.

These organisations are actively involved in the realisation of the 2008-2009 Programme for protection of consumer rights as a consortium in cooperation with COM- Skopje.

Financial needs of these organisations are covered with realisation of the projects by the Programme for consumer protection financed by the Government or through foreign donors.

These NGO's closely cooperate with the local self Government.

According to the NPAA the Unit for Consumer Protection in the Ministry of Economy will be strengthened with one person each year for the period from 2009-2011. With regards to the upcoming employments, more detailed information is provided in the table below.

NPAA 2009, Annex 2, adopted by Government (with corrections), 15.05.2009								
Chapter	Budget number	Institution	Internal structure	Code	Year 2009	Year 2010	Year 2011	Total employments 2009-2011
3.28-Consumer and health protection	10001	Ministry of economy	ME: Internal market department /Unit for consumer protection	10001-00-11	/	1 employment	1 employment	3 employments

ANNEX IV - Reference to laws, regulations and strategic documents

Reference list of relevant laws and regulations

- Law on Legal Protection of Services Based on or Covering Conditioned Access (Official Gazette No. 127/08);
- Law Amending the Law on Trade (Official Gazette No. 88/08);
- Law Amending the Law on Tobacco and Tobacco Products (Official Gazette No. 88/08);
- Law Amending the Law on Wine (Official Gazette No. 89/08);
- Law Amending the Law on Tourism (Official Gazette No. 89/08);
- Law Amending the Law on Protection from Smoking (Official Gazette No. 103/08);
- Law Amending the Law on Construction Products (Official Gazette No. 86/08)
- Law on E-Commerce (Official Gazette No. 133/07);
- Law Amending the Law on Catering Activities (Official Gazette No. 89/08);
- Rulebook Amending and Complementing the Rulebook on Minimum Technical Conditions on Business Premises and Premises where Trade is Performed (Official Gazette No. 93/08);
- Rulebook on Minimum Technical Conditions on Premises where Alcoholic Beverages are Sold, the form and content of the Licence Form, content and manner of maintaining the Registry on Issued and Deprived Licences (Official Gazette No 93/08).

Reference to AP /NPAA / EP / SAA

AP notes that progress has been made in the area of consumer and health protection, in particular in building the institutional capacity for consumer protection and increasing funding for healthcare. The budgetary support for the consumer protection NGO was increased fivefold. The consumer protection NGO, which is now fully funded by the State budget, conducted a broad campaign on consumers' rights.

However, an effective and transparent market surveillance system is not yet in place. Human and financial resources are not sufficient to allow full implementation of legislation, strategies and action plans in the area of public health. The administrative capacity of the coordinating body for effective and transparent market surveillance has not been strengthened.

As regards *product-safety related issues*, some pieces of implementing legislation to the law on product safety were issued. There is only one recorded case where a dangerous product that had already been placed on the market was recalled and any further distribution prohibited. The competences of the various inspectorates have still not been clarified.

NPAA notes that in the area of consumer protection the enacting the 2007-2008 Programme for Consumer Protection have enabled the underlining of horizontal aspects. By the Law on Consumer Protection, the EU measures 319810577, 3199310013, 2199410047, 199710007, 3199810006, 3199810027, 3199910044 have already been transposed, and the EU measure 199010314 has been fully transposed into the Law on Tourism (Official Gazette of the RM No 62/2004). The NPAA also notes that the implementation of the amendments to the Law on Consumer Protection in Agreements for Consumer Credits, made in 2007 have started as of 2008. By the end of 2010, the law for consumer protection will be amended with the implementation of the directive 32005L 0029 for unfair business-to-consumer commercial practices in the internal market and amendment of the directive 31998L0027. The new programme for consumer protection for 2011-2012 will be adopted by the end of the 2010. In June 2010 will be trasponed the EU directive 32002L0065 with the adoption of the law concerning the distance marketing of consumer financial services.

SAA, in its Article 97 Consumer protection, notes that the parties will cooperate in order to align the standards of consumer protection in the country on those of the Community. Effective Consumer protection is necessary in order to ensure that the market economy functions properly and this protection will depend on the development of an administrative infrastructure in order to ensure market surveillance and law enforcement in this field.

MIPD notes that strong emphasis will be placed on measures and activities to address *consumer and health protection*, including through the implementation of international agreements in the field of public health and further strengthening of the administrative capacity in this area.

Reference to National Development Plan

N/A

Reference to national / sector investment plans

The project is directly linked to the adopted Program for protection of consumers for the period 2009-2010, which focuses on strengthening of the governing of the law, democracy and market economy and undertaking measures for achieving consistent policy for the protection of consumers' rights. The Program determines the policy for protection of consumers determines measures and activities for achieving the policy for protection of consumers, consultancy, education, and information of the consumers and finances for realisation of the Program.

ANNEX V - Details per EU funded contract:

Project Management and Administration

For the first component - Technical Assistance

Advisory services will be provided to the Unit for Consumers Protection within the Ministry of Economy. The TA contract will provide next to a team leader additional expertise to assist in key tasks, e.g. in the field of administrative capacity building, training and others. Some of these experts will address the cross-cutting issues. A Steering Committee will be formed for monitoring the implementation of Component 1. The team leader will be responsible for the overall management, representation (coordination with the EU and other international bodies) as well as reporting. The team leader is responsible for an appropriate management of resources. During the inception phase of the project, a detailed deployment plan will be developed in coordination with Unit for Consumers Protection within the Ministry of Economy and all other secondary beneficiaries.

For the second component - Implementation of the Grant schemes

The Unit for Consumers Protection within the Ministry of Economy will implement effective and efficient management of the grant schemes, in line with the CFCD.

The CFCD, The Senior programming officer of the Ministry of Economy (SPO), Unit for Consumers Protection within the Ministry of Economy, in cooperation with all other secondary beneficiaries, will be responsible for the overall management, representation (coordination with the EU and other international bodies) as well as reporting:

- CFCD is in charge of tendering, contracting and payments of EU funded projects and of overall supervision of projects implemented under DIS in the country;
- The SPO is responsible for preparation and technical management of the project and for managing the project team within the General Secretariat;
- The working group for technical implementation of transition assistance and institution building component within the primary and secondary beneficiaries will be responsible for tasks connected with programming, technical implementation of the project, monitoring and reporting and their coordinator is the MoE SPO;

The SPO is responsible for an appropriate management of resources.

The contracting arrangements are as follows:

One Service contract to be concluded to cover Component 1. The contract will have duration of 24 months. The total amount of the project is EUR 700 000, where IPA is EUR 630 000 and EUR 70 000 is the national contribution.

A minimum of 12 grants will be signed after the launch of up to **two calls for proposals** for the different areas. The amount of this component will be approximately EUR 700 000, out of which IPA is providing EUR 567 000, 10% central budget co-financing is provided (EUR 63 000) and 10% co-financing from the final grant beneficiaries of the overall budget of their individual grant amounts (EUR 70 000).

The first call for proposal for Capacity building measures for NGOs will include min 9 grants, with grant amounts ranging from EUR 30 000 (minimum amount) to EUR 100 000 (maximum amount). **The second call** for proposals for raised public awareness about consumer protection issues will include min 3 grants with grant amounts ranging from EUR 50 000 (minimum amount) to EUR 100 000 (maximum amount).